PAY BEST PRACTICES GUIDE

DOs and DON'Ts for sites only.

DON'Ts

DON'T - Write down or document any information such as PIN NUMBERS, PASSWORD, or SECURITY QUESTIONS.

DON'T - Call Cardholder services on behalf of your patient.

- *If your patient has questions about the usage of the card, refer them to Cardholder Services.*

North America: +1 (877) 546-8220
Worldwide: +1 (604) 638-6657

DON'T - Call Cardholder services if you have any questions about the patient portal.

DOs

DO - Take the time to educate your patient about the capabilities of the PAY program and provide them with the resources to ask for help in case it is needed.

DO - Share the card usage tips your site was provided with PAY training. Review this carefully with your patients to ensure they know how to use the card.

DO - Refer your patient to the Cardholder Services if they have questions about the usage of the card, card balance, PIN number, to report a

If you have any questions about how RealTime-PAY can help your site, please call RealTime-PAY customer support at:

(210) 852-4310